SPRING HILL MEDICAL CENTRE

**NEWS LETTER**

OCTOBER 2018 EDITION

**IMPORTANT PATIENT INFORMATION: FLU CLINICS**

**1ST November 3pm to 4.30pm Galley Common OVER 65'S ONLY**

**7th November 3pm to 4.30pm Spring Hill OVER 65'S ONLY**

**Under 18’s FOR NASAL FLU**

**PLEASE BOOK IN WITH THE PRACTICE NURSE**

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You can cancel your appointment in 4 easy steps!

 1. Ring 01676 540 395
     2. Press option 4 for answerphone only
     3. Leave your name, date of birth and appointment time
     4. WE will cancel your appointment

Please note that this answerphone is not monitored 24/7 and for the cancelation of appointments only.

Patients will not be contacted by the practice.

## How does NHS 111 work?

**The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:**

* **give you self-care advice**
* **connect you to a nurse, emergency dentist or GP**
* **book you a face-to-face appointment**
* **send an ambulance directly, if necessary**
* **direct you to the local service that can help you best with your concern.**

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**If you don’t need it, cancel it !**

**From 2nd July to 27th September 2018**

**Total patients who**

**DID NOT TURN UP FOR THEIR APPOINTMENT = 201**

**201 appointments COULD HAVE BEEN offered!**

**Follow up appointments = 42**

**Web / on line appointments = 9**

**Emergency appointments = 83**

**Routine / Book on the day appointments = 47**

**Pre bookable appointments = 20**

**Christmas and new year**

**Opening hours**

**Monday 24th December – Spring Hill Open as usual**

**galley common is closed**

**Tuesday 25th and Wednesday 26th decemeber – CLOSED**

**Thursday 27th Decemebr Open as usual**

**Monday 31st December – Spring Hill open as usual**

**galley common is closed**

**Tuesday 1st JANUARY – CLOSED**

**Wednesday 2nd JANUARY – Open as usual**